

JOB DESCRIPTION

September 2026

JOB TITLE:	Wellbeing Services Manager
CONTRACT TYPE:	Permanent
JOB PURPOSE:	To provide leadership and management of the Toenail Cutting and Wellbeing services. To provide effective and efficient management of the organisation's facilities and systems.
ACCOUNTABLE TO:	Chief Executive
RESPONSIBLE FOR:	Direct line management responsibility for the toenail cutting assistants, administrators and volunteers of all services within the remit of the role.
LOCATION:	Taunton
NORMAL HOURS:	Full-time: 28 hours per week, within the normal office hours for Age UK Somerset
TRAVEL:	The nature of the job may require occasional travel around the beneficial area. It is the post holder's responsibility to hold a valid driving licence and provide a roadworthy vehicle with business mileage insurance. Travel expenses are paid at an appropriate rate.

MAIN DUTIES:**People Management –**

- To provide leadership, line management and development for the specified service teams, fostering a positive, inclusive and high-performing culture
- To have responsibility for the recruitment, support and retention of staff and volunteers within those services, in collaboration with the Support Service and Volunteering teams
- To ensure robust supervision, training and development arrangements are in place, including updates and continuous learning
- Maintain staffing levels (employees and volunteers) to support the continuity of delivery.

Service Delivery –**Toenail Cutting**

- To lead and manage the delivery of the Toenail Cutting service to clients
- Manage the schedule of clinics & venues and assign home visit provision
- Oversee the daily operation ensuring high-quality care, maintaining compliance with the requirements of quality standards and health & safety (as well as the needs of any commissioner where they apply)
- Ensure services are delivered efficiently to a high standard, meeting client need

Wellbeing

- To lead and manage the delivery of the Wellbeing services to clients
- Manage demand for the services, determining client policies and volunteer recruitment strategies accordingly
- Oversee relationship matches between volunteers with clients to safeguard clients and volunteers, providing high standards of customer care and volunteer support to meet their needs; whilst maintaining compliance with the requirements of service commissioners (where they apply).

QUALITY:

- Lead on ensuring full compliance with the Care Quality Commission (CQC) standards for the Toenail Cutting home visiting service; maintaining an overall rating of 'Good' (or above)
- To work alongside colleagues to ensure full compliance with the organisational quality standards, supporting a culture of learning, reflection and continuous improvement
- Meet and exceed client expectations for the service, managing any complaints or feedback that may arise

- To ensure all documentation, reporting and record-keeping frameworks are compliant, audit-ready and aligned with best practice, strengthening governance, improving data quality and supporting informed decision-making.

COMMUNICATIONS:

- Lead on service promotion, supported by the Communications team
- Communicate efficiently and effectively with all colleagues and volunteers
- Lead on service evaluation activities as required.

ADMINISTRATION:

- Maintain accurate client records and ensure confidentiality
- Keep accurate records and to provide reports as requested by your line manager
- Store, maintain and communicate data in accordance with the organisation's data protection and communication policies
- Provide own administrative support
- Ensure effective use of telephone or electronic equipment and use in accordance with the organisation's policies and procedures.

FINANCE:

- Work with the Finance Manager to understand the service budgets and the financial duties that exist
- To operate within the agreed budgets and work to achieve service/funding targets
- Within the remit of the role, ensure services are financially sustainable through grant funding, commissioning, service fees or a combination of these
- To identify and apply for service-related funding opportunities, in collaboration with the Chief Executive and Finance Manager
- To ensure funded services are delivered in line with funder agreements, including outputs, outcomes, monitoring and reporting requirements
- Support problem resolution in investigating any variances between the accounting and client database systems
- To maintain accurate and up to date records of expenses incurred in carrying out this role and ensuring valid records of expenses with receipts for the entire team are submitted to Finance on time, monthly

RELATIONSHIPS

- To operate as a member of the organisation's management team
- Develop and maintain good client relations, managing complaints when presented
- To work closely with other Age UK Somerset services to ensure joined-up delivery and appropriate internal referrals

- To develop and maintain strong operational relationships with statutory, voluntary and independent sector partners to support effective referrals and maximise local resources

GENERAL

- Comply with the Statement of Responsibilities, as set out in the organisation's Health & Safety Policy
- Comply with the Data Protection Policy and Guidelines for staff and volunteers
- Keep up to date with current trends of service provision, current practice and matters concerning older people by reading, attending courses and conferences etc.
- Represent the organisation at meetings, conferences and events where appropriate
- Work alongside colleagues to ensure full compliance with quality standards
- Undertake any other duties as requested by and agreed with your line manager.

EQUAL OPPORTUNITY

Age UK Somerset is committed to work towards equality of opportunity. The post holder will be expected to work within this context.

NOTE – This Job Description may be changed at any time with the agreement of the post holder to meet changed circumstances.

PERSON SPECIFICATION

Wellbeing Services Manager

EDUCATION/TRAINING

- Essential:**
- Good standard of education
- Desirable:**
- Management qualification or leadership training
 - Training related to safeguarding, quality standards or service development

KNOWLEDGE/EXPERIENCE (minimum 12 months unless otherwise specified)

- Essential:**
- Minimum of 2 years' relevant experience in a voluntary, public or private sector organisation
 - Proven experience of delivering and developing services in a voluntary, public or private sector organisation (including preparing service proposals and seeking resources)
 - Understanding of the range of issues affecting older people
 - Experience of leading and managing staff and / or volunteers.
- Desirable:**
- Experience of working in partnership with external stakeholders
 - Experience of maintaining quality standards and participating in audits
 - Experience of managing safeguarding concerns
 - Knowledge of the work of Age UK Somerset and charity context
 - Experience of developing and contributing to funding bids, grant applications or tenders.

SKILLS / ABILITIES

- Essential:**
- Ability to lead, motivate and work within a multi-disciplinary team
 - Adaptable and responsive, with the ability to coordinate and redeploy staff and clinic resources to respond to changing circumstances
 - Ability to work collaboratively as part of a wider management team
 - Excellent communication skills - both verbal and written
 - Ability to deal sensitively with information requests from older people and others
 - Strong analytical and problem-solving skills
 - Ability to build and maintain effective partnerships and relationships
 - Proficient in Microsoft Office, with an ability to use CRM databases & ICT systems in line with procedure and to the required standard
 - Ability to manage sensitive and confidential information appropriately.

GENERAL

Essential:

- A commitment to Age UK Somerset's charitable aims and core values
- A commitment to the principles of equality, diversity and inclusion and the practical implementation
- A flexible, proactive and positive solution-based approach to work
- A commitment to continuous improvement
- A current driving licence and /or access to a motor vehicle
- Willingness to undertake ongoing training relevant to the role.